

# 2011 Military Health System Conference

## Virtual Behavioral Health Program at TAMC

*The Quadruple Aim: Working Together, Achieving Success*

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# Tripler's Area of Responsibility: 52% of the Earth's Surface



# Virtual Behavioral Health Program



- A system of care that uses modern communication technologies to:
  - Maximize utilization of Behavioral Health assets
  - Provide uniform surge support BH encounters to Soldiers throughout the ARFORGEN cycle
  - Increase access to care
  - Insure continuity of care
  - Promote a cultural change in the Force

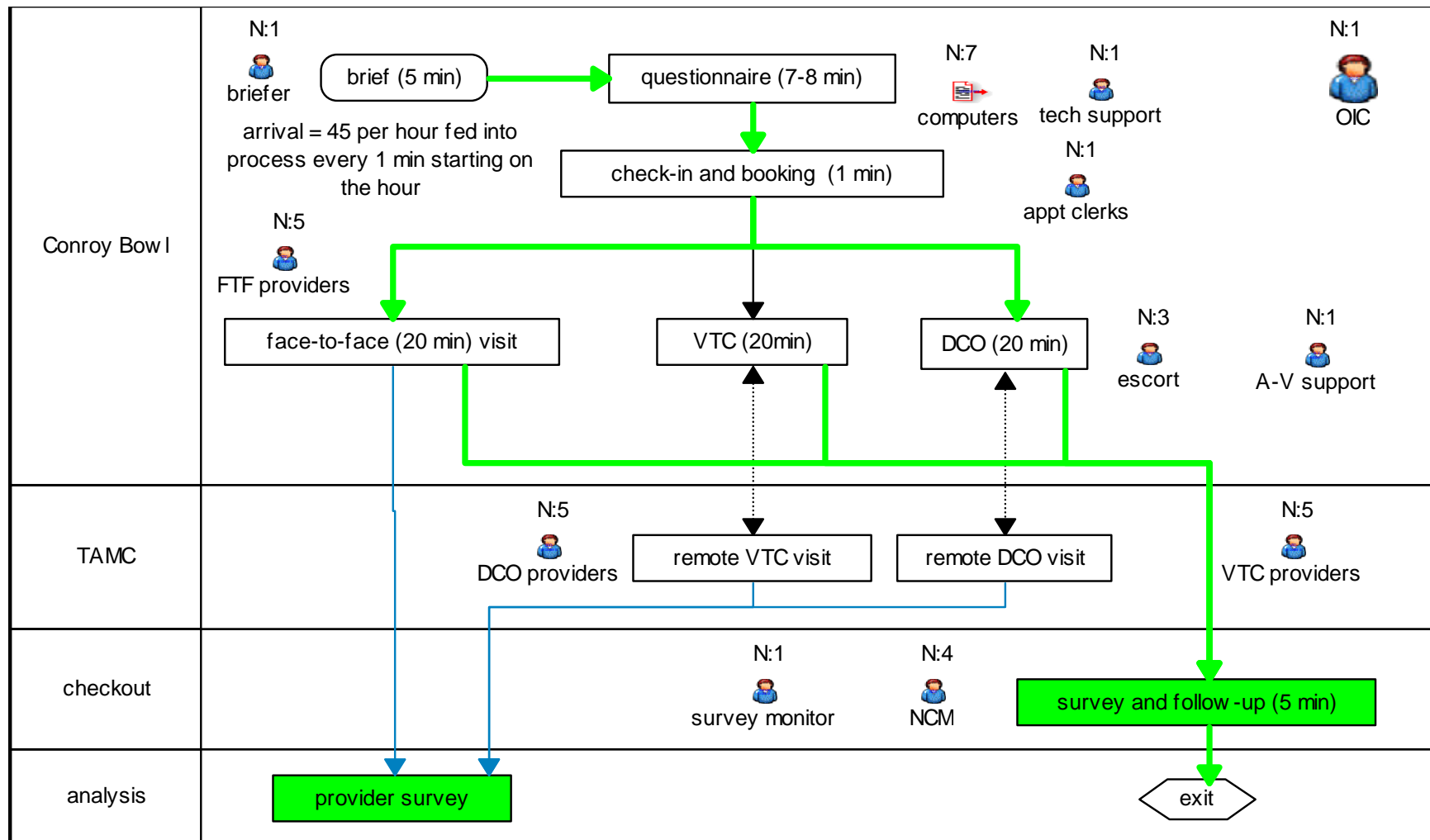


# TAMC VBH Pilot Study



- Face-to-Face (FTF)
  - Traditional and familiar
  - Provider and Patient/Client need to be in same locality
- Video Teleconference (VTC)
  - High quality picture
  - High bandwidth requirements
  - ISDN secure; IP less so
- Webcam
  - Fast setup
  - Does the job

# VBH Pilot: 520 Redeployed Soldiers



# VBH Provider View



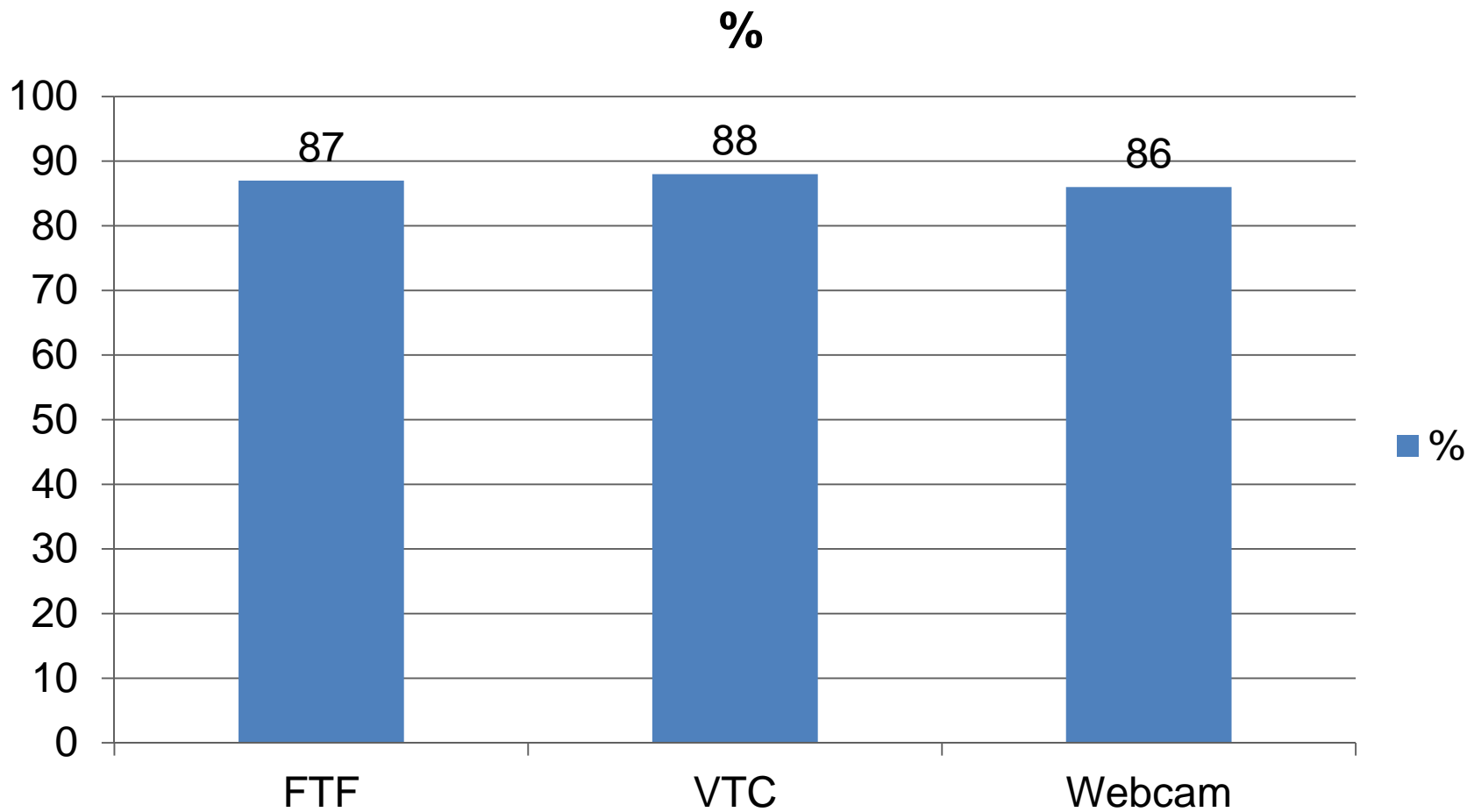


# Structure of VBH Post-Deployment Interviews

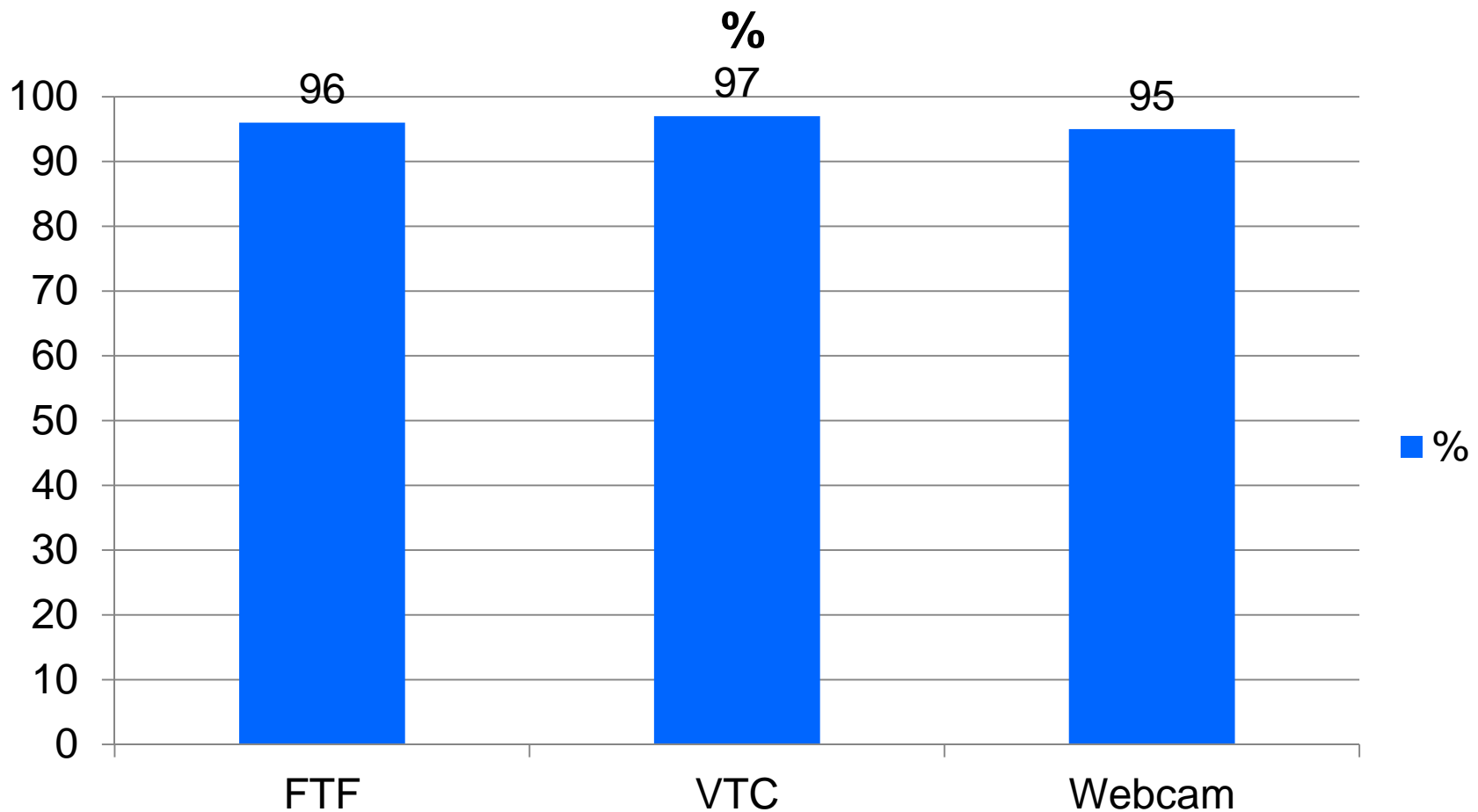


- Positive psychology approach focusing in strength and resiliency
- Normalizing of the readjustment process
- Screening and referral of high risk issues
- Identification of other potential issues/problems with referrals and recommendations
- Reducing stigma
- Maximizing access to care

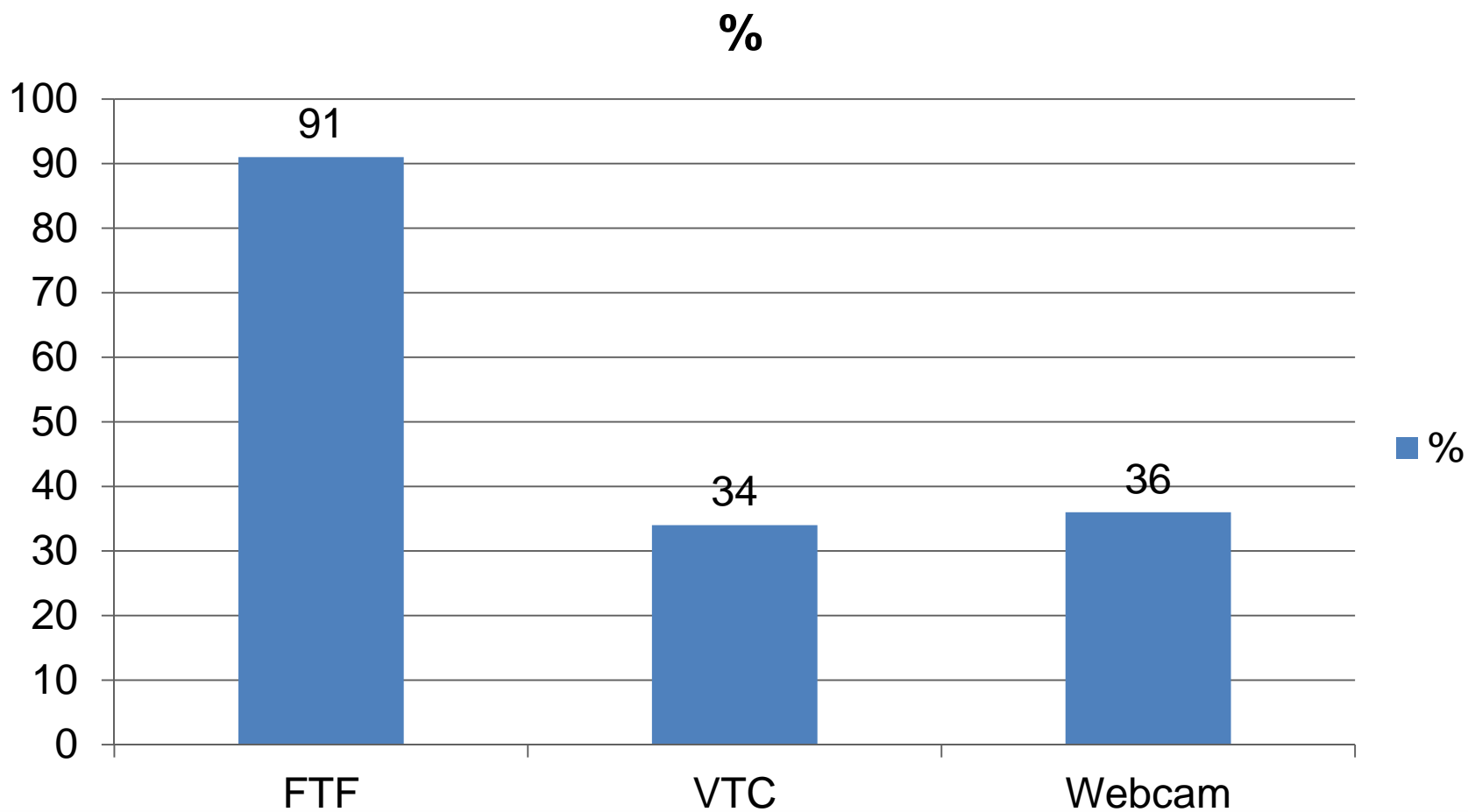
# Soldiers who felt the interview was helpful



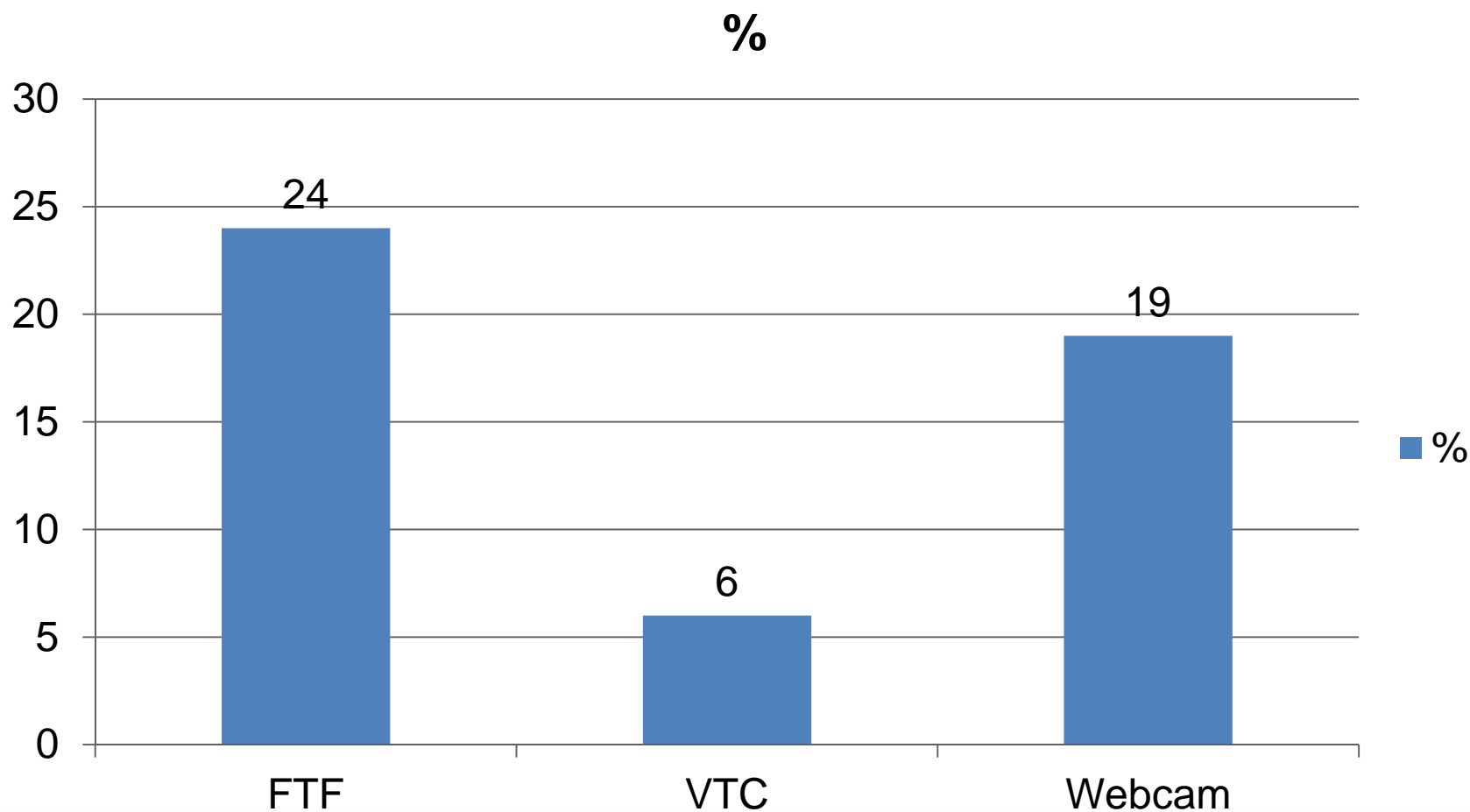
# Soldiers who felt satisfied with the overall process



# Prefer FTF

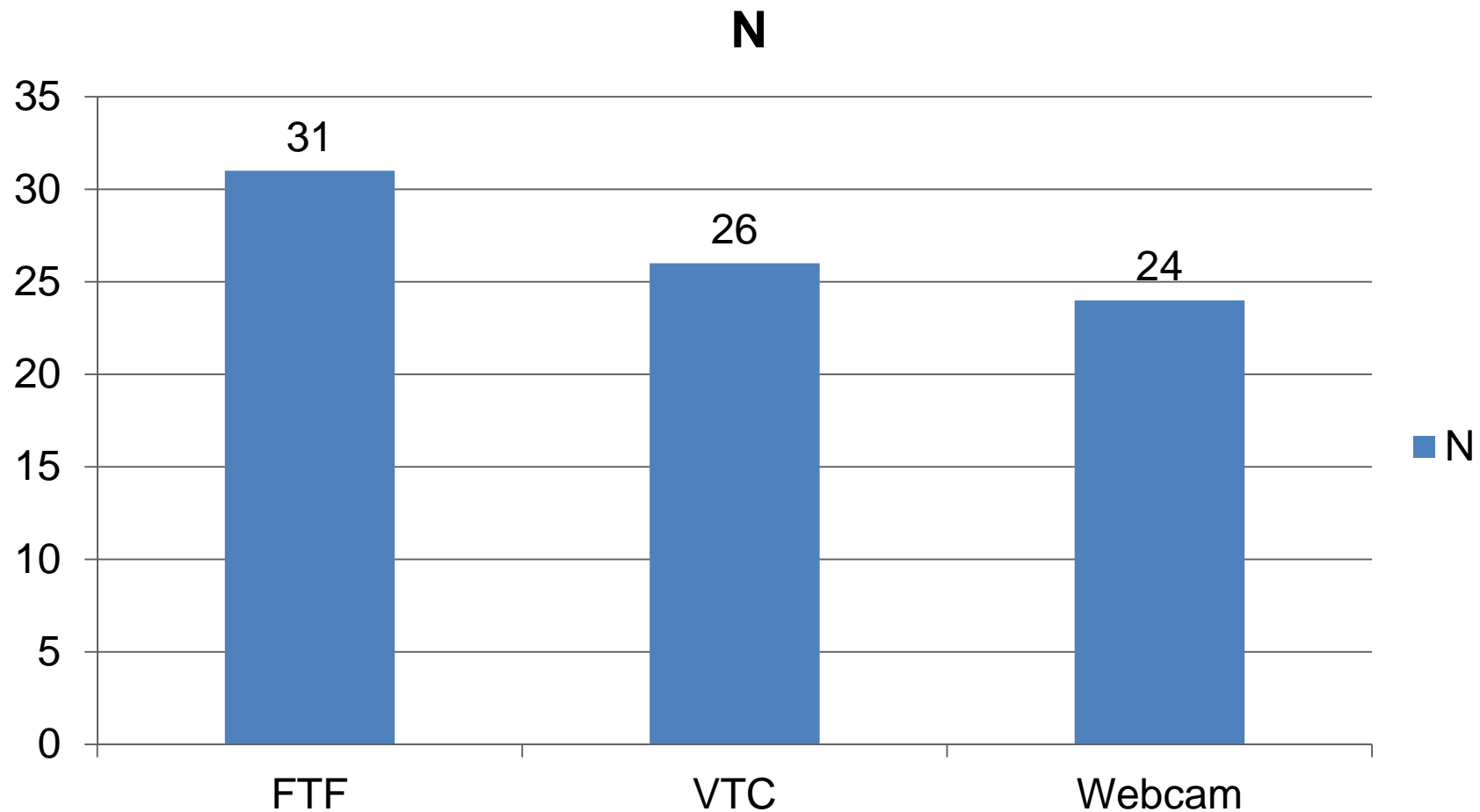


# There were concerns I did not feel comfortable discussing

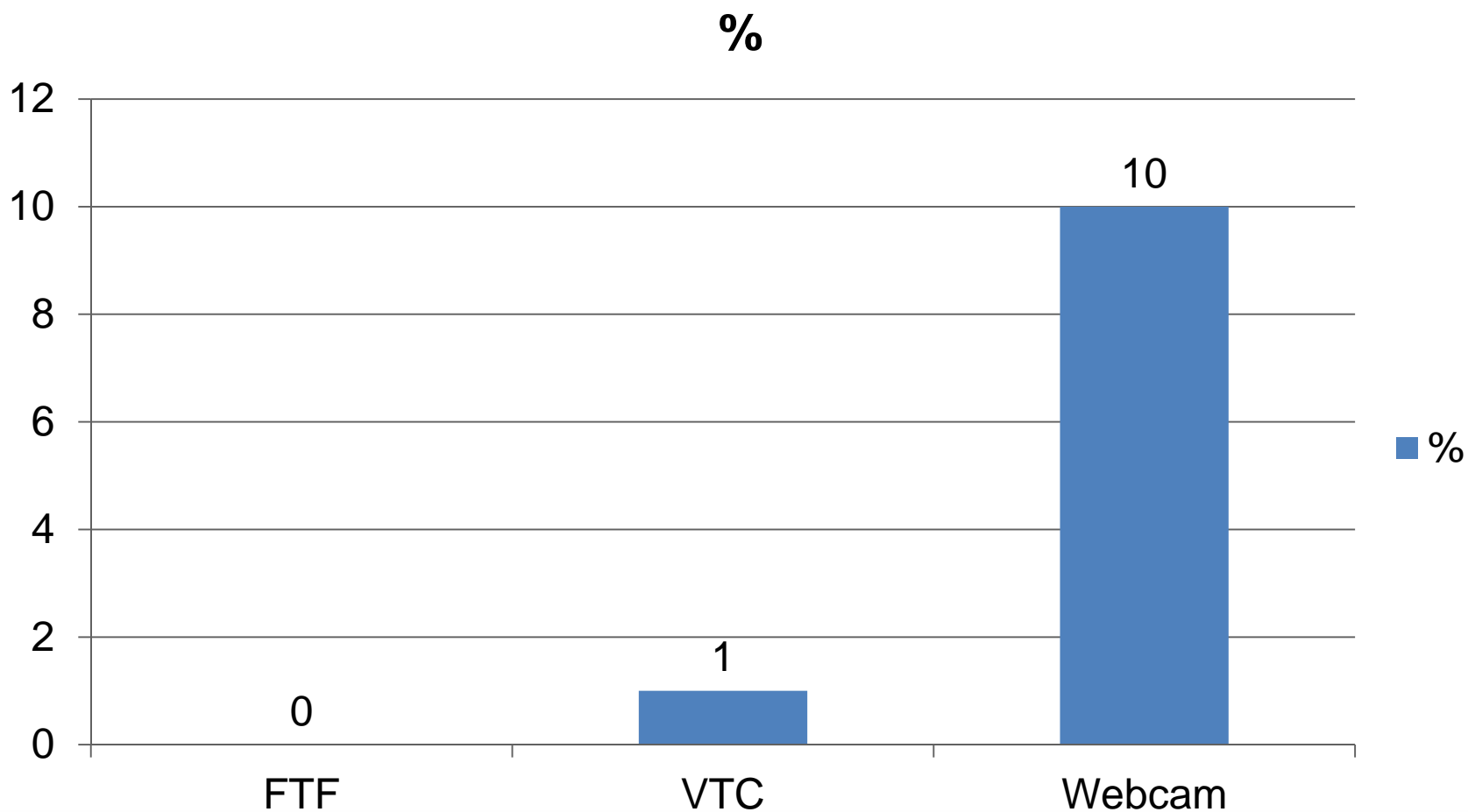




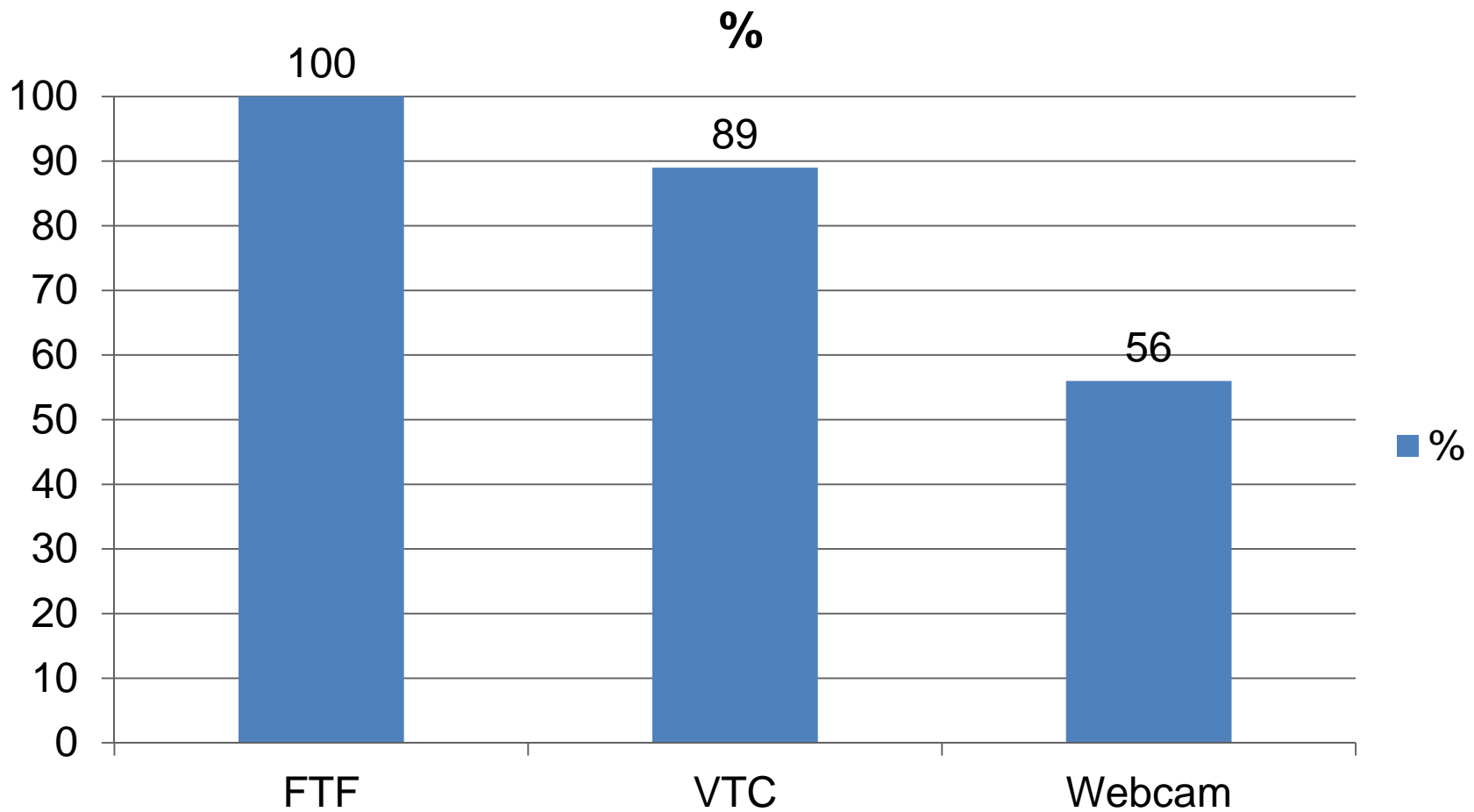
# Number of Referrals Made



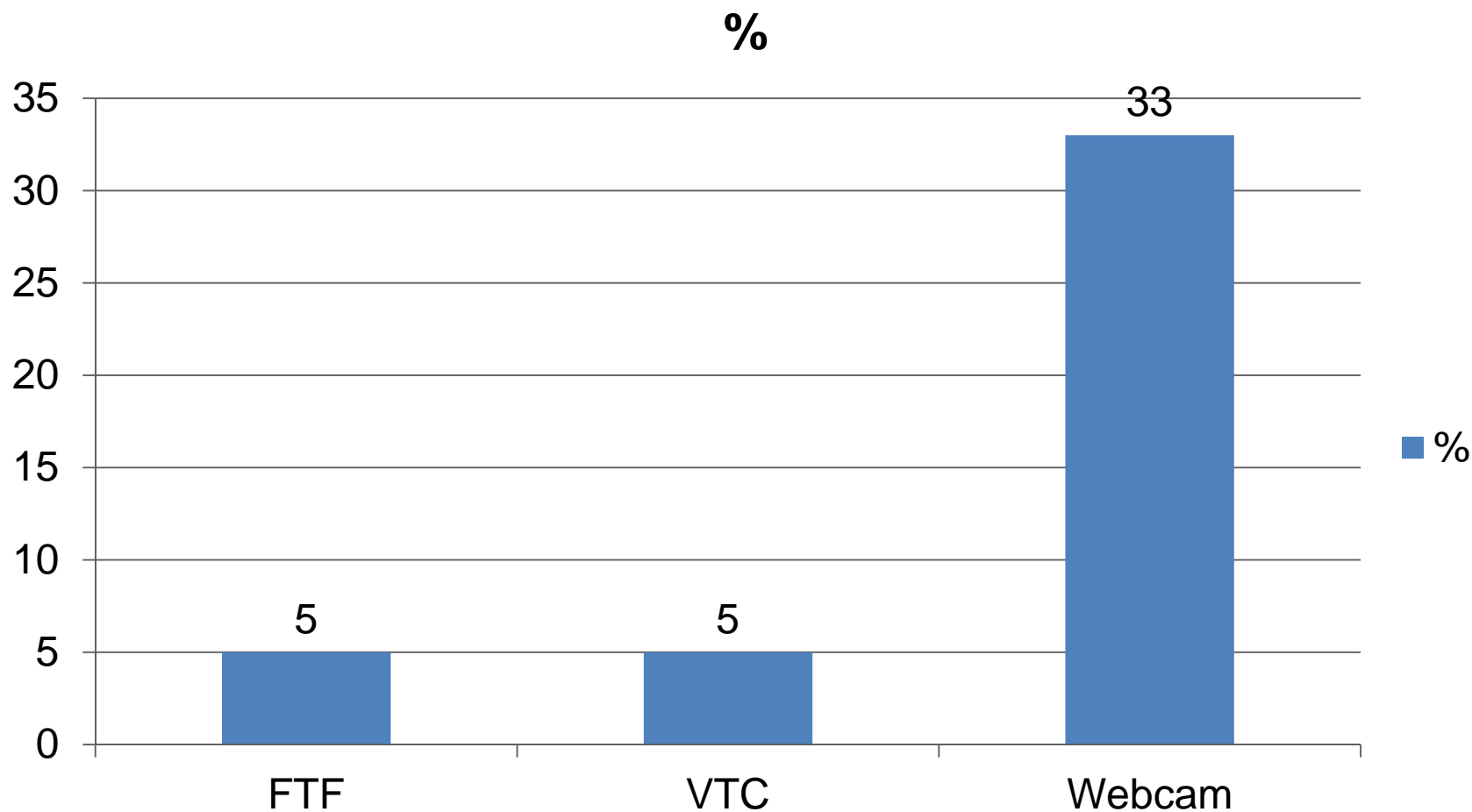
# Technical Issues



# Provider comfort with the process



# Provider's 'tired' by the process



# Other Findings



- No significant difference in provider's perceived ability to assess and treat
- 94-96% of Soldiers felt there was adequate privacy



# VBH Implementation at Ft. Richardson, AK



- 3324 Soldiers from the 4-25 ABCT participated in VBH (99% participation rate)
- 983 (30%) were recommended by the BH Provider to receive a BH referral
- 686 (70%) accepted the referral
- Satisfied Soldiers: 86.5%
- 73.9% felt that the interview was helpful
- 64.8% disagreed that members of their unit would have less confidence in them if they went for behavioral health care service

# VBH Implementation at Ft. Richardson, AK



- 59.4% of providers felt comfortable using this method of interview
- Provider credentialing process was fast
- Provider training was inadequate
- All workload credit went to remote site
- IT and logistical issues were primary concern

# Lessons Learned: Soldier Perspective



- Soldiers view the VBH encounter very positively
- Soldiers are comfortable with the process
- Telehealth screening questionnaires and webcam interviews work

# Lessons Learned: Provider Perspective



- Providers need thorough training on positive psychology approach
- Providers need thorough training on skills specific to providing care via telehealth
  - Camera position
  - Volume levels
  - Explanations to the recipient
  - Movement
- Telehealth is tiring

# Lessons Learned: Safety and Backup



- Phone in VTC/Webcam room
- Need 'dedicated' phone line at remote site
  - Staff on 'standby' at remote site to pick up call
  - Phone needs to be 'always on'
- Need backup procedures in place
  - Power goes out
  - Patient/client is at risk
- Home-based treatment presents unique challenges



# Lessons Learned: Enterprise Issues



- AHLTA has major limitations across regions; work arounds implemented but cumbersome
- Culture changes are needed (e.g., shift from region-focus to enterprise-focus)
- Need to remain mindful of the VBHP concept and vision when efforts at enterprise-wide deployment are met with resistance

# Behavioral Telehealth at TAMC



- Staffing
  - 10 Clinical Psychologists
  - 1 Psychiatrist
  - 3 Nurse Case Managers
  - 3 Psychology Technicians
  - 3 IT Support Staff
  - 2 Admin Staff
  - **22 Total**
- Provided the clinical, technical and military cultural training required to do the job.

# Services



- Worldwide surge support
- Services to soldiers down range
- Services to military units in the Pacific Regional Medical Command's area of responsibility to include Japan, Korea, and Guam
- Services to National Guard/Army Reserve Families and Soldiers living on the Hawaiian Islands and remote islands of the Pacific
- Services to uniformed service members living on Oahu who would like to avoid the two hour commute it may take to get to Tripler from their place of duty.



## Virtual Behavioral Health For Redeploying Troops Program Consultation


Dr. Moira Shaw


Allison Pompey, M.A.


Public Health Assessment  
Program




## Weather for Honolulu, HI


Tue  
80° F | 69° F 

Wed  
80° F | 70° F 

Thur  
78° F | 69° F 

Fri  
78° F | 68° F 

## Weather for Washington, DC

Tue  
 50° F | 35° F

Wed  
 41° F | 34° F

Thu  
 39° F | 27° F

Fri  
 39° F | 30° F

# Mahalo!

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